

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

119 Lower Beech Street-Wilmington and 900 Public Safety Blvd-Dover

Wednesday, January 9, 2019

1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, January 9, 2019 at 1:00pm via conference call.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair

Amanda Lord

Ken Moore, CHEER

Bruce Fisher

Kathleen McCool, Co-Chair

Jim Shiber, DVI

Debbie Dunlap

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager

Rhonda Perry, Financial Support Manager

Raymond Banks, Transportation Services Investigation

William Lawless, Reservations Supervisor

Marcella Brainard, Chief Manager Mobility

Phyllis Morris, Customer Relations

Paul Kulesza, Fixed Route Director

Stephen Ottinger, Planning

Belinda Strickland, ADA Compliance Specialist

Margaret Webb, Paratransit Director

Debbie Erhart, DBE Program Analyst

Bonnie Hitch, Director of Civil Rights

Guest:

Joe Scruggs, DelDOT

Members Absent:

Melissa Martin

Call to Order

Blake Roberts, Chair, started the meeting and the minutes from the November 14, 2018 meeting were approved.

Round Table Introductions

DART App Overview

Joe Scruggs from DelDOT introduced the new DTC App with the different capabilities it will have. The new App will indicate to users what is local to where an individual is located. And it will show the bus in real time by GPS. Some of the features on the App are:

- Alerts and Press Releases
- Bus Routes
- New addition Trip Planner which has a reverse to schedule the return trip as well.
- Purchase of tickets
- Contact, About Us (DART services Information)

Responses so far have been good Apple 4.8 and Android 5. The next major project to the App is adding Paratransit. Information will include:

- Where's my bus?
- Complete schedule for the week
- Ability to set up trips

Membership Recruitment

Blake Roberts wanted to know if anyone from the committee had done any recruiting and if anyone had any ideas to help recruit new members. Kathy McCool suggested having the EDTAC Recruitment Flyer at the Life Conference. Belinda Strickland will send the flyer back out to all the members and make sure flyers are at the conference.

Ken Moore mentioned that Catrina Gosine sent a letter of interest but has not attended another meeting so the committee can vote. Belinda Strickland will contact her to see if she is still interested in becoming a member.

On Time Performance Data for Fixed Route- Paul Kulesza

The data for December 2018 is not yet available.

November 2018 71% but the goal is 90-92%

Service change was 12/9/18 maybe by March the data will show if the change has helped with On Time Performance.

On Time Performance for PARATRANSIT- Margaret Webb

NCC – 81.5%

KC – 89.5%

SC – 90.8%

Non-ADA PARATRANSIT

December 2018 68,689 Trips

NCC – 79%

KC – 89%

SC – 80%

Biggest challenges is Operator call off. 85.1% state wide 82.5% last December

Review of procedure for Violent Behavior on Paratransit and Fixed Route- Belinda Strickland

Discussed with the committee the revision of the policy and wanted to get their thoughts and ideas regarding consequences for violent behavior and how it should be handled. The committee requested the current policies be sent to them for review and feedback once reviewed.

EDTAC History and Farewell- Bonnie Hitch

Bonnie gave a brief overview of some history of the committee dating back to 1997 when she started working with them. One of the most popular events was Working the Partnership. This was a regional event where individuals from FTA and various transit agencies from several states attended to discuss improvement on paratransit. Bonnie also, gave mention of the many Chairs and Co-Chairs of the committee throughout the years. She encouraged the committee to always stay vocal regarding anything that would impact individuals with disabilities. Bonnie stated she plans to stay in touch with the committee and is looking forward to retirement in February.

Updates from DTC

- Chief Manager Mobility- Marcella Brainard

5310 Federal funding for vehicles expanded funding partnering with agencies throughout the state. Workshops are being held and Friday, February 8, 2019 is the last day to submit applications. Last year there were 19 vehicles awarded to 15 agencies.

- Stephen Ottinger, Planning

Fixed Route had their service change and there are open forum meetings that consumers may attend. The next service change will take place this May.

Open Forum – The committee acknowledged Bonnie Hitch for her years of involvement with EDTAC and the committee congratulated her on her retirement and presented her with a certificate.

Adjourn